



## Converge Magazine Conference: Discussion & Planning

### *The Emerging Role of Infrastructure Services*

Division of Instructional and Information Technology

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(Deputy CIO of Operations)

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# Who are we?



“NYC’s graduation rate is the highest it’s been in decades, up 15 points since 2002.”



## Welcome

اللغة العربية

中文

한국어

Español

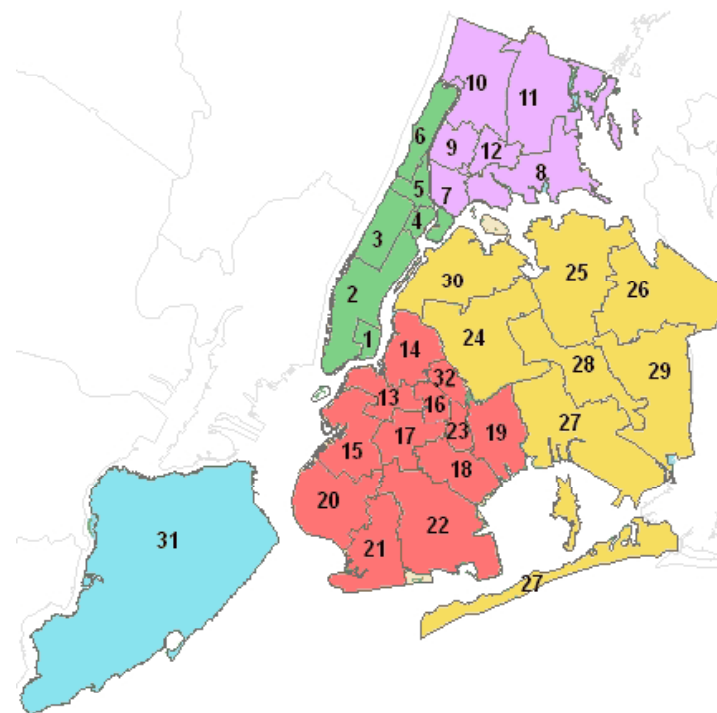
বাংলা

Kreyòl Ayisyen

Русский

اردو

- **Largest School System in the US**
  - > 1.1 Million Students
  - > 100,000 Teachers
  - > 1500+ Schools
- **Centralized Governance and Process**
- **Evolving adaptive Support Model**



# NYC Public School Chancellor's Educational Goals (Technology Related)

**Strengthen Accountability and  
Achievement Tools (ARIS)**

**Better assist families  
(ARIS P311 and Service Delivery)**

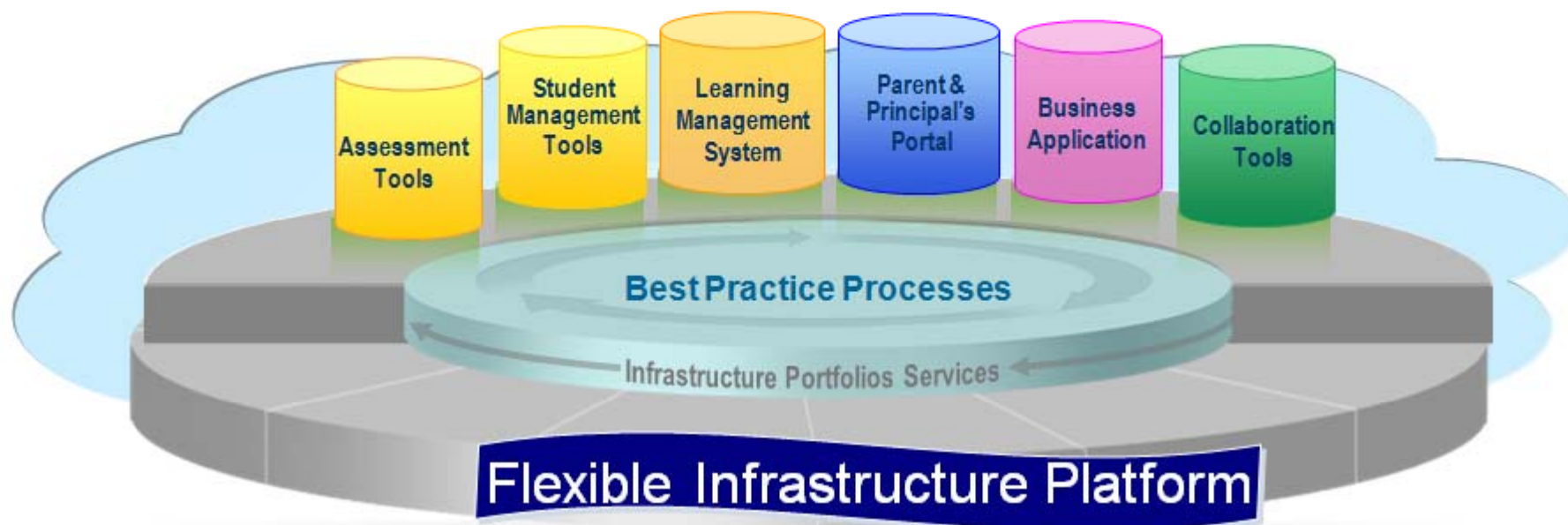
**Continue to improve execution  
and efficiency of planning and  
support systems to minimize  
burden on principals**

**Expand and diversify our  
portfolio of schools and  
programs**

**Launch technology-based  
innovations to enable  
individualized learning – for all  
students as well as adults**

# The infrastructure directly impacts student achievement

Department of Education's network infrastructure provides an essential platform for student and teacher collaboration and is vital to student learning in NYC public schools.



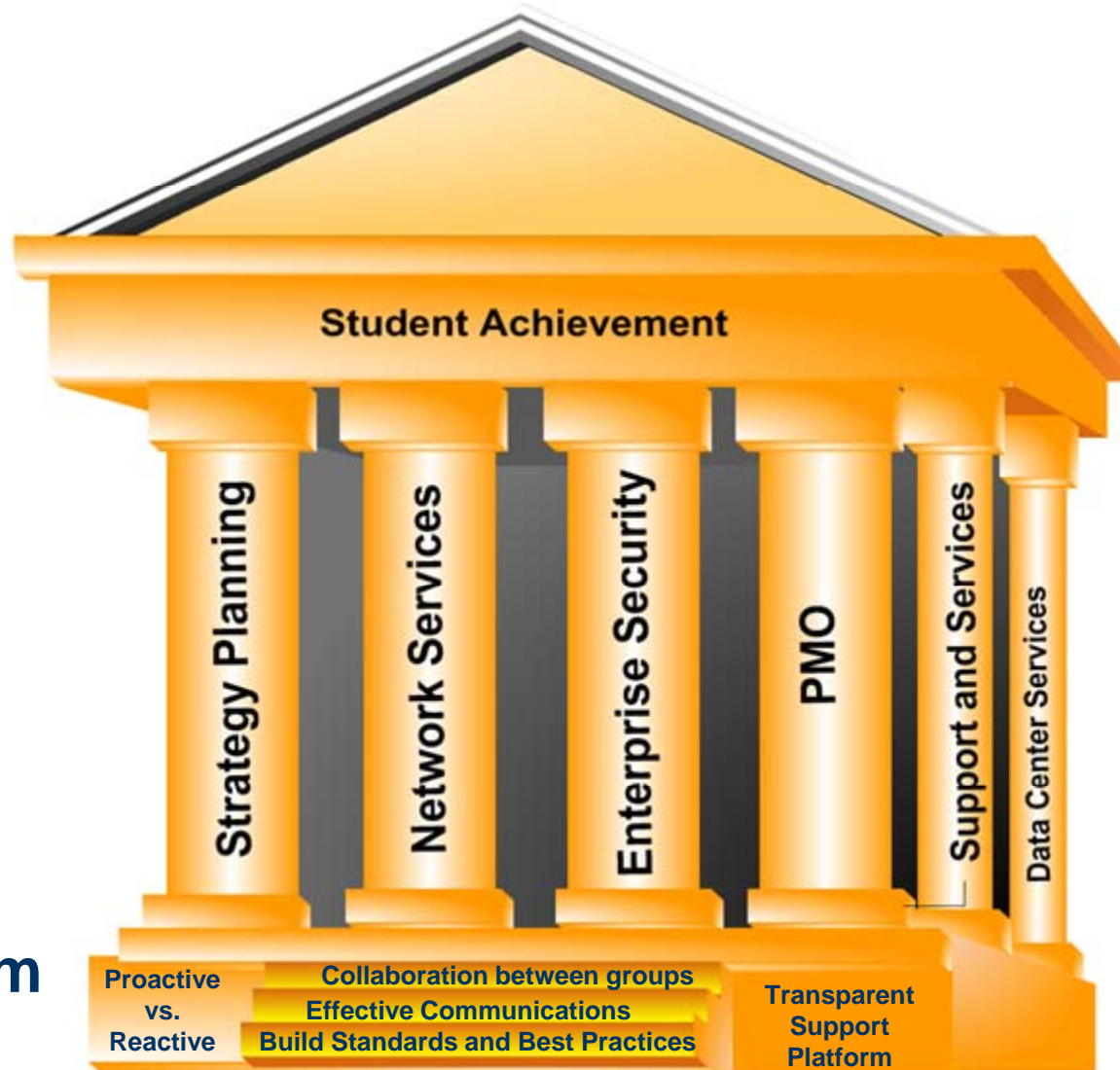
# How do we impact student achievement directly?

# Creating a transparent support platform to support student achievement

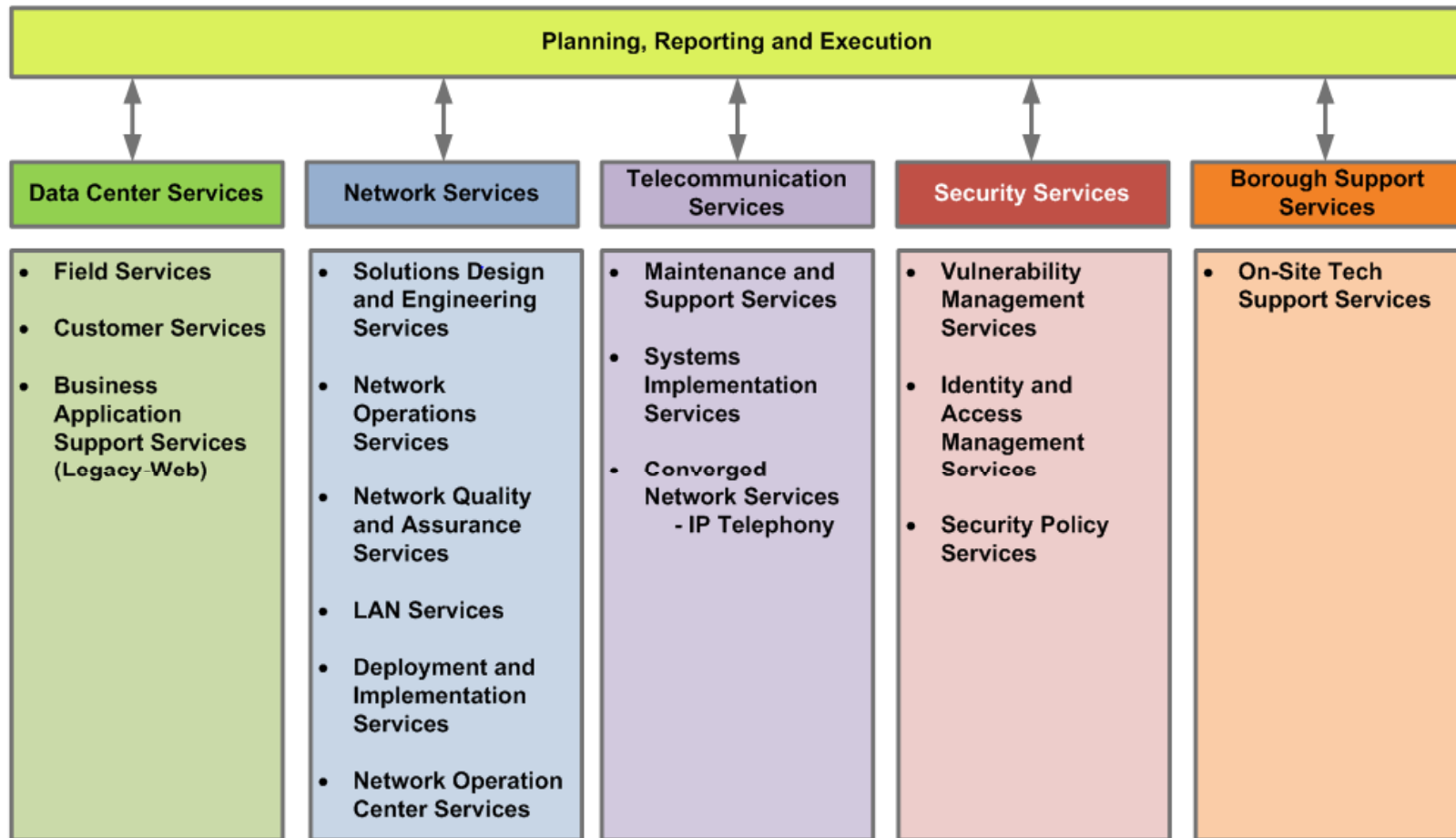
**One Goal**

**Services**

**One Platform**

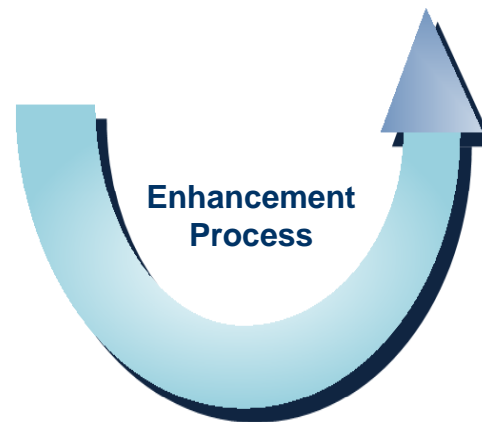


# Deputy CIO, Operations Function Chart



## Project Management Office:

Standardize on a PMI-based project management approach across the entire DIIT portfolio of infrastructure projects



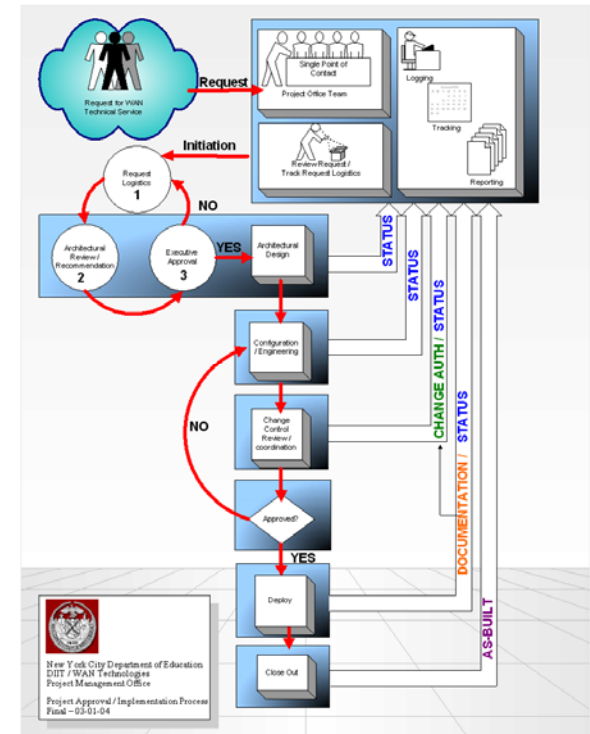
## Challenges

Schedule

Scope

Balance must be maintained for a successful project

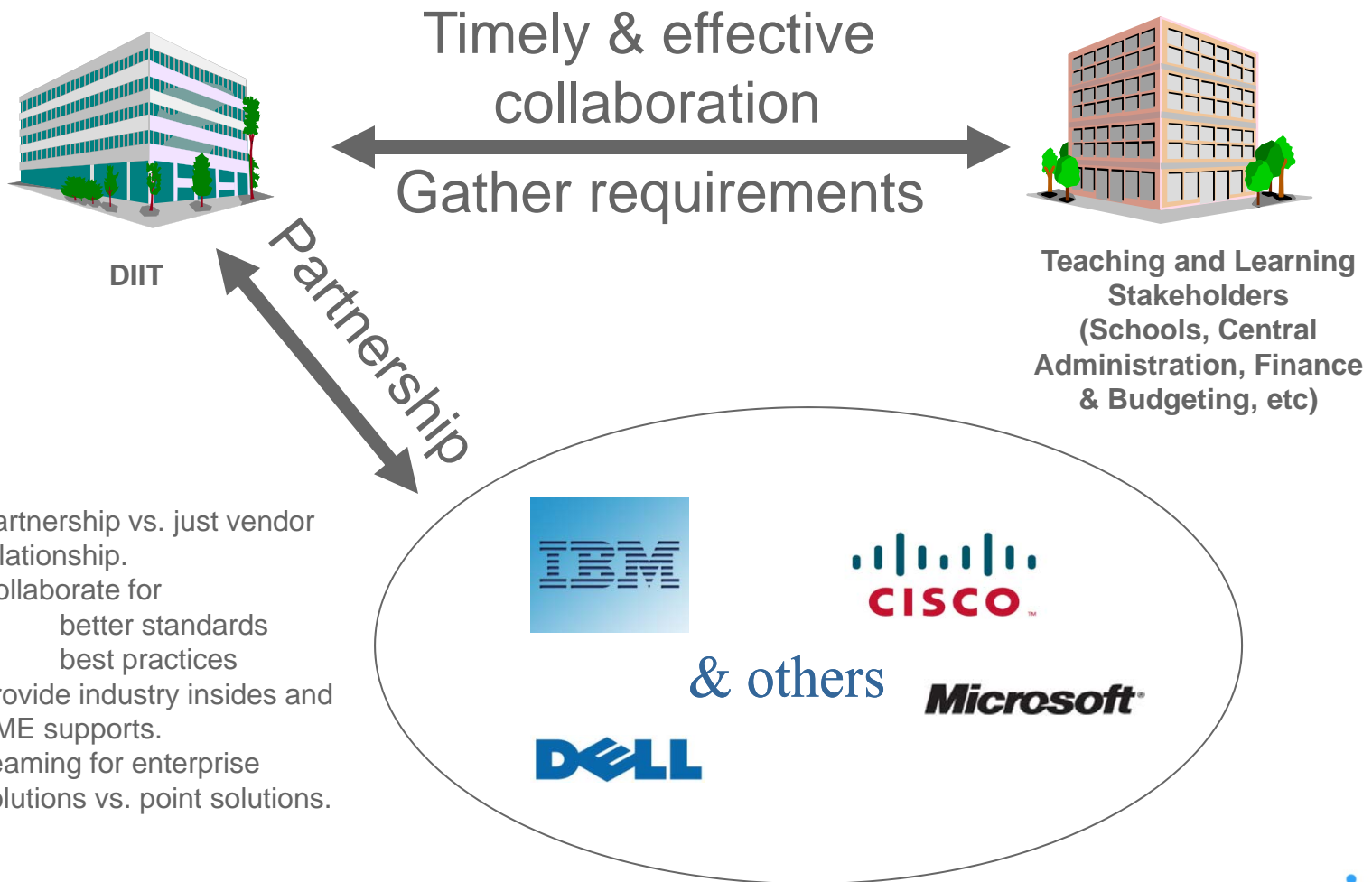
Resources



## Enhanced DoE Approach



## Critical success factors: Internal unit collaboration and External partner relationship



# Solution Delivery Methodology

“Providing real solutions to real problems.”



# *Questions & Feedback*

